

Hits	Search Text	DBs	Time Stamp
1 877	<p>database and ((client or customer) same (request\$3 near3 (service or product))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$3 or generat\$3 or finds\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))</p>	USPAT; US_PGPUB; EPO; JPO; IBM_TDB	2004/03/10 15:31
2 384	<p>(database and ((client or customer) same (request\$3 near3 (service or product))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$3 or generat\$3 or finds\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness)) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closer)</p>	USPAT; US_PGPUB; EPO; JPO; IBM_TDB	2004/03/10 15:28

Hits	Search Text	DBS	Time Stamp
3 237	<p>((database and ((client or customer) same (request\$3 near3 (service or product)))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$3 or generat\$3 or find\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address)) and (sch</p>	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/10 15:28

Hits	Search Text	DBs	Time Stamp
4 220	<p>((database and ((client or customer) same (request\$3 near3 (service or product)))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$3 or generat\$3 or find\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address)) and (sch</p>	USPAT; US_PGPUB; USPTO; JPO; IBM_TDB 2004/03/10 15:28	

Hits	Search Text	DBs	Time Stamp
5 220	(((database and ((client or customer) same (request\$3 near3 (service or product)))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$2 or generat\$3 or find\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address))) and (schedul\$3 or appointment)) and server) and (network or internet	USPAT; US-PGPUB; EPO; JPO; IBM_TDB 15:29	2004/03/10

Hits	Search Text	DBs	Time Stamp
6 48	((((database and ((client or customer) same (request\$3 near3 (service or product)))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$3 or generat\$3 or find\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address))) and (schedul\$3 or appointment)) and server) and (network or internet	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/10 16:44
7	(customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/10 16:45

Hits	Search Text	DBs	Time Stamp
8 6393	((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity)) and (customer with request\$3))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB 16:45	2004/03/10
9 261	(((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity)) and (customer with request\$3)) and (scheduled\$3 same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man")))	USPAT; US_PGPUB; EPO; JPO; IBM_TDB 16:47	2004/03/10
10 253	(((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity)) and (customer with request\$3)) and (scheduled\$3 same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man")) and (location or local or locality or proximity or distance or nearness or nearest or nearby or near?by or closest or closeness))	USPAT; US_PGPUB; EPO; JPO; IBM_TDB 16:48	2004/03/10

Hits	Search Text	DBs	Time Stamp
11 98	((((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or sensitivity)) and (customer with request\$3)) and (scheduled\$3 same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man")) and (location or local or locality or proximity or distance or nearness or nearest or nearby or near?by or closest or closeness)) and @ad<=	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/10 16:49
12 87	((((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity)) and (customer with request\$3)) and (customer same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man")) and (location or local or locality or proximity or distance or nearness or nearest or nearby or near?by or closest or closeness)) and @ad<=20000630) and (database or	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/10 16:49

Hits	Search Text	DBs	Time Stamp
13 4215	((customer or client) near3 (satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))	USPAT; US-PPGPUB; EPO; JPO; IBM_TDB	2004/03/11 15:08
14 444	((customer or client) near3 (sensitivity or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))	USPAT; US-PPGPUB; EPO; JPO; IBM_TDB	2004/03/11 14:54
15 206	(((customer or client) near3 (sensitivity or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and (database or data?base))	USPAT; US-PPGPUB; EPO; JPO; IBM_TDB	2004/03/11 14:55
16 11	((((customer or client) near3 (sensitivity or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and (database or data?base)) and ((technician or mechanic or repairman or repair?man or "repair man" or (service near2 provider) same (schedul\$3 or appointment)))	USPAT; US-PPGPUB; EPO; JPO; IBM_TDB	2004/03/11 14:56

Hits	Search Text	DBs	Time Stamp
17	(gaug\$3 or discern\$3 or calculate\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) with ((customer or client) near3 (satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or mind" or happy or happiness or pleased or pleasant))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 15:16
18	((gaug\$3 or discern\$3 or calculate\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:21
19	((gaug\$3 or discern\$3 or calculate\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and ((voice with (pitch or tone or volume or raised or raising) or keywords or key?words or "key words" or behavior or pattern))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:22

Hits	Search Text	DBs	Time Stamp
20	<p>((gaug\$3 or discern\$3 or calculate\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and ((voice with (pitch or tone or volume or raised or raising) or keywords or key?words or "key words" or behavior or pattern) and (database or data?base))</p> <p>((gaug\$3 or discern\$3 or calculate\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and ((voice with (pitch or tone or volume or raised or raising) or keywords or key?words or "key words" or behavior or pattern) and (database or data?base)) and @ad&lt;=20010629</p>	USPAT; US-PGPUB; EPO; JPO; IBM_TDB 2004/03/11	2004/03/11
21			
38			

Hits	Search Text	DBs	Time Stamp	
22	211	<p>(gaug\$3 or discern\$3 or calculate\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)</p> <p>((gaug\$3 or discern\$3 or calculate\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant) and ((voice with (pitch or tone or volume or raised or raising) or keywords or key?words or "key words" or behavior or pattern)</p>	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:22
23	108		USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:23

Hits	Search Text	DBS	Time Stamp
24	76	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11
	<p>((gaug\$3 or discern\$3 or calculate\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and</p> <p>((voice with (pitch or tone or volume or raised or raising) or keywords or key?words or "key words" or behavior or pattern)) and @ad&lt;=20010629</p>		
25	59	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11
	<p>((gaug\$3 or discern\$3 or calculate\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and</p> <p>((voice with (pitch or tone or volume or raised or raising) or keywords or key?words or "key words" or behavior or pattern)) and @ad&lt;=20000630</p>		

Hits	Search Text	DBs	Time Stamp
26	((gaug\$3 or discern\$3 or calculate\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of		
37	mind" or happy or happiness or pleased or pleasant)) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)) and @ad<=20000630) and (database or data?base or schedul\$3 or appointment or technician or mechanic or repairman or repair?man or "repair man")	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:24
27	(707/10 707/1 707/2 707/3 707/104\$3 705/1 705/8 705/9 705/10 705/11).cc1s.	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/12 10:03
28	((707/10 707/1 707/2 707/3 707/104\$3 705/1 705/8 705/9 705/10 705/11).cc1s.) and (database or data?base)	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/12 10:03

Hits	Search Text	DBS	Time Stamp
29	(((707/10 707/1 707/2 707/3 707/104\$3 705/1 705/8 705/9 705/10 705/11).ccls.) and ((technician or data?base) and (personnel or repairman or repair?man or "repair man" or (service adj provider) or caregiver or care?giver or doctor or nurse) same (schedul\$3 or appointment))		USPAT; US-PGPUB; EPO; JPO; IBM_TDB 2004/03/12 10:06
30	(((707/10 707/1 707/2 707/3 707/104\$3 705/1 705/8 705/9 705/10 705/11).ccls.) and ((technician or data?base) and (personnel or repairman or repair?man or "repair man" or (service adj provider) or caregiver or care?giver or doctor or nurse) same (schedul\$3 or appointment)) and ((customerUSPAT; US-PGPUB; EPO; JPO; IBM_TDB 10:22 or client or user or patient) with (mood or demeanor or temper or temperament or behavior or ((tone or raised or raising) nearl voice) or disposition or sensitivity or satisfaction or satisfied) with (gaug\$3 or measur\$3 or deriv\$3 or discern\$3 or calculat\$3 or estimat\$3 or evaluat\$3 or apprais\$3))		2004/03/12 10:22